



COUNTY OF LOS ANGELES CHILD SUPPORT ADVISORY BOARD

Los Angeles County
Board of Supervisors

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2009

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Vacant

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California Department of Child Support Services

Mary Lawrence

Franchise Tax Board

Debbie Strong

CHILD SUPPORT ADVISORY BOARD MINUTES November 5, 2009

Present

2nd District, Pat Miller
3rd District, Lucy T. Eisenberg, Esq.,
Chair
3rd District, Honey Kessler Amado
4th District, Jean Cohen
4th District, Scarlet Treu
5th District, Susan Speir, Vice Chair
5th District, Reginald Brass
David Kilgore
Michael Wrice, DCFS
Gene A. Franklin, Sr., CIO
Silvia Valencia, DPSS

Guests

Alex Bauer, CSSD
Lori Cruz, CSSD

CHAIR'S REPORT

Chair Eisenberg thanked all for attending the last meeting of the Child Support Advisory Board.

Today's last CSAB meeting is a time to reminisce about concerted efforts to help the CSSD improve its performance, and it is a time to celebrate the CSSD's successes to date. Commissioners Cohen, Vice Chair Speir and the Chair were members since its inception as the Family Support Advisory Board.

APPROVE MINUTES OF AUGUST 20, 2009

On motion of Member Treu, seconded by Member Amado and unanimously carried, the minutes of August 20, 2009, were approved as submitted.

Absent

2nd District, Paula Leftwich
Kristine Reiser-Juick, Superior Court
Mary Lawrence, DCSS
Debbie Strong, Franchise Tax Board

Staff

Lee Millen
Nyla Jefferson

REVIEW OF CHANGES/PROGRESS IN THE PAST 10 YEARS

Chair Eisenberg summarized the major contributions that CSAB has provided prior to and since the establishment of the CSSD (copy on file). She thanked Lee Millen and staff for their highly commendable assistance provided to the CSAB.

DIRECTOR'S REPORT TO INCLUDE: BUDGET STATUS: PERFORMANCE IMPROVEMENTS AND CHANGES IN QADA DIVISION – STEVEN GOLIGHTLY

Steven Golightly, Director, CSSD, reported via a speaker phone in that he was not able to attend today's meeting because of recuperating at home from the flu. Mr. Golightly thanked the Child Support Services Board for their valuable contributions to CSSD's performance and operations, and Lee Millen for his outstanding staff assistance provided.

Mr. Golightly summarized the increases in performance measures including arrears and collections. The Call Center is now averaging five (5) minutes per call, calls answered for September is at 75%, and changes implemented will maximize customer service. The budget is status quo; no hiring and adhering to new business model changes to address budget constraints on operations. The state has projected a \$6 billion deficit next year and the County will be impacted.

David Jacobson, Technology and Analysis Division, CSSD, received the 2009 Truly B. Knox Award that is considered to be the highest award for service to the child support program from the Child Support Directors Association.

REVIEW AND DISCUSS PERFORMANCE MEASURES – DAVID KILGORE

David Kilgore, Deputy Director, CSSD, reported briefly on the August and September Performance Measures. When the CSSD was created it managed more than a 600 thousand caseload, and currently the 415 thousand case load is serviced effectively by CSE. In response to Chair Eisenberg, Mr. Kilgore noted that efforts next year are to address the percentage of orders resolved.

DATA ON RESULTS OF EARLY INTERVENTION PROGRAM

Lori Cruz, Deputy Director, noted that 2,161 Intervention meetings were scheduled, with a 35% appearance rate, 746 accommodations and 206 positive actions taken. The Stern Invitation to NCPs on their noncompliance resulted in 7,704 meetings scheduled, with a 24% appearance rate, and 868 made a payment at their meeting. The follow-up Conferences had a dismal performance rate, and are now substituted with a credit card payment option; from August to October 2009 about \$800,000 has been collected. In addition, about 500 cases are modified monthly where the NCP receives SSI benefits, is at zero order or the CP and NCP have reconciled; this has resulted in a reduction from the denominator in the amount of about \$112 thousand monthly.

REVIEW OF IMPLEMENTATION OF NEW CASE MANAGEMENT PROCESS, INCLUDING CHANGES IN STAFFING ASSIGNMENTS: DATA COLLECTION; GOALS

Lori Cruz reported that the “cradle to grave” concept had staff creating a case, generating the SNC, and enforcing the case. The new Case Initiation Division creates the cases, it is forwarded to the Divisions to generate the summons and complaints, and the goal is to keep specialized teams (specialized litigation team, and misidentified team) together in “one shop” to maximize collaboration. There will be six CSOs per teams and they will have a combination of establishment and enforcement cases at various stages of the child support proceedings. Interview teams have almost been abolished and the CSOs are conducting interviews. Case management can be difficult and CSOs are learning to adapt, especially to the interview process which staff feedback indicates is the most challenging. The new Division Chief Dennis Snap has created a system tracking tool to track performance and establish best practices.

At the next CSTATs meeting the sections performance will be discussed. Mr. Snap will upload each division’s data for analysis at the end of each month to develop strategies for improvement. Mr. Kilgore noted that the Federal Performance Measures and the total collections will be the baseline indicator whether the Department has reached its goal. At the time of the meeting, the State had not submitted the FPM reports for October 2009. In general, the indicator provided by the divisions indicates that the department is par with September and that CSSD has reached its goal for October 2009.

STATUS OF SURVEYS ON IVR AND IMPROVED PHONE SERVICES

David Kilgore, CSSD, reported that the Call Center has created a survey for its phone-in clients to assess CSSD’s customer services performance. The draft survey is being reviewed by the State for approval. Since ECSS is a statewide system they also have a similar survey for its customers to determine ECSS’ performance. The Call Center plans to use two formats to obtain information for the survey: Mail the survey to callers; and separately thereafter to survey individual participants with “cold calls.” This survey is built off the existing State survey; the goal is to begin utilizing the survey either on December 2009 or January 2010.

The State Call Center call time is usually under one minute or at the high end at 10 minutes. The operator typically assists the NCP and CP by directing them to speak to someone at a local office for assistance; they rarely provide personal assistance.

Mr. Golightly suggested that Vice Chair Speir telephone Jennifer Rousel, State IRV, if assistance is needed; Mr. Kilgore will e-mail her the contact phone number.

DISCUSS HOW/WHETHER TO ARRANGE FOR CONTINUING ACCESS BY FORMER BOARD MEMBERS AND ADVOCATES TO LACSSD DATA AND NEW DEVELOPMENTS, AND WAYS FOR ADVOCATES TO DISCUSS PROBLEMS/ISSUES WITH THE DEPARTMENT

Chair Eisenberg noted that the CSTAT meetings held the third Monday of each month are open to former CSAB members. In response to Vice Chair Speir, Director Golightly noted that discussion ensues on Set Asides, UAP (amount of welfare owed to state) is continuing to be

discussed with DPSS and the State, Incarcerated Credits requires legislation, however, staff will be instructed to include Attachment A on all new orders.

Director Golightly noted that although continued meetings with CSAB will not occur as of December 1, 2009, Members can contact David Kilgore or Lori Cruz with pertinent advocate questions. Member Brass strongly recommended that incarcerated NCPs should not be permitted to cease making payments to affected families.

Following further discussion, Chair Eisenberg requested whether Members would like to forward the Board of Supervisors a wind-up Report.

FINAL REPORT

Following discussion, on motion of Member Amado, seconded by Member Cohen and unanimously carried, the Child Support Advisory Board determined that there was a need to take immediate action and that the need for action came to the attention of the Board subsequent to the agenda being posted, as required per Government Code Section 54954.2(b)(2).

The Final Report was added to the Agenda.

On motion of Member Amado, seconded by Member Treu and unanimously carried, the CSAB concurred that Chair Eisenberg draft a Final Report to the Board of Supervisors, outlining CSAB's contributions as a whole and to the growth of CSSD, and summarizing CSAB's history during the last 10 years, and requested that the CSAB review the final draft prior to its submittal.

Vice Chair Speir requested an update on the Child Support scam company that was based in Nevada that was operating in 14 different states. Director Golightly reported that it is identified on State of California DCSS' websites as a fraudulent company. Also, the Post Office has agreed stop forwarding any of their mail.

Member Brass mentioned that he has contacted Kid's First, regarding their services along with another company because of the amount of money the company obtains for providing a service. He plans to share this information with Director Golightly's office.

PUBLIC COMMENT

There was none.

ADJOURNMENT

Chair Eisenberg declared the meeting adjourned at 12:10 p.m.